Food Package III
Add Infant Foods/Decrease Formula

Intro

This HuBERT on-demand training module…

Intro1

…is provided by the MN Department of Health WIC Program. It reviews how to add infant foods and decrease the amount of formula issued to the WIC Card for participant receiving Food Package III.

Scenario-IF

Because this **could** happen, we are going to spend a couple of minutes looking at what to do if a food package III participant, who received the increased amount of formula in lieu of infant foods, returns for infant foods.

As always, if there hasn't been any redemption, we Void Current and Future Benefits, adjust the food package as appropriate and re-issue benefits.

Now let's take a look at what happens if formula has been redeemed.

Redemption of Formula

Transition

<transition slide>

Scenario

Miles received extra formula in lieu of infant foods and his mom would like to receive infant foods for the current set of benefits. She has bought some formula already.

Cycle

He has received benefits for September, October and November. His PFDTU is the 22nd of each month and today is September 23rd.

Go ahead and open his folder.

<no audio – hint after 5 seconds> Double-click on **Miles' row** in the Participant List or click the **Open Participant Folder** icon.

Cursor

<cursor spins>

Open Ben Hx

Let's see what Miles was issued.

<no audio> Click the **Benefits History** tab.

Ben Hx

We'll expand the nodes….

Miles received 11 cans of EnfaCare for each month…

Amounts Guide

… which according to the MN WIC Medical Formula Amounts Guide is the max that can be provided for participants with food package III and no infant foods.

If we add infant foods, his max will be 8 cans.

Since by now, we should be pretty familiar with how to verify redemption…

Transaction Hx

…we're just going to take a look at the screen.

4 cans were redeemed. Moving on…

Open Health Info

What do we need to update for Food Package III whenever we issue or adjust benefits? Go ahead.

<no audio – failure hint> We need to update the Food Package III Verified Date. Click the **Health Information** tab.

Health Info

<no audio> Use the drop-down calendar and Today button.

<no audio – failure hint> Click the **Date Food Package III Verified** drop-down.

Date Verified

<no audio – failure hint> Click the **Today** drop-down.

Open FAW

This time, we are **adding solid foods**, which we haven't looked at yet, but we know where to go. Go ahead. (Click anywhere for a hint if unsure where to go next.)

<no audio – failure hint > Click the **Benefit Management** menu.

<no audio – failure hint> Select **Food Adjustment Wizard**.

Save HI

<no audio – failure hint> Click Yes or press the Enter key.

FAW

This is the first time the **Add Infant Solid Foods** radio button has been enabled.

The system recognizes that the participant has already received the maximum amount of formula and that we may want to add foods, which we do. So, click the Add Infant Solid Foods radio button.

<no audio> Click the **Add Infant Solid foods** radio button.

<no audio> Click OK or press the Enter key.

Return and Recover

The Return and Recover Formula screen is a new one we haven't seen yet.

It lists the formula that's been issued, the number of cans issued, and the number of cans purchased, the number of cans that haven't yet been purchased and can therefore be removed from the card, the number of cans that were purchased and can therefore, if unopened, can be brought back to the clinic, and the number of cans that must be either removed from the card, or recovered, and/or brought back to the clinic, or returned, in order to be able to issue infant foods.

Both the Amount Recovered and the Amount Returned columns are editable.

Editable Fields

<no audio> Click inside the cell in the Amount Returned column.

<no audio> Click inside the cell again.

<no audio> Click inside the cell in the Amount Recovered column.

<no audio> Click inside the cell again.

Instructions

This screen comes with its own instructions for how to use it: In order to issue solid baby food items to the participant for the current month, at least the quantity of formula in the Amount Needed to Enable column must be returned or recovered.

Amt Needed

So, the Amount Returned plus the Amount Recovered must equal the Amount Needed to Enable.

Amt Returned

If Miles purchased, or redeemed, more than the max amount he is eligible to receive with infant foods, then there must be an amount returned to be able to enable issuance of foods for the current month.

<no audio> Click when ready to continue.

Recover

In order for Miles to receive infant foods, we must recover 3 cans (or remove 3 cans from his WIC Card), which will leave him with 4 cans on his WIC Card and 4 cans that he already purchased.

Recover 3 Cans

Let's complete this screen.

Go ahead and click the up spin arrow to increase the Amount Recovered.

<no audio> Click the up spin arrow to increase the Amount Recovered.

Notice that the quantity in the Amount Needed to Enable column decreases as we increased the Amount Recovered.

Continue to increase the Amount Recovered to 3.

<no audio> Click the up spin arrow again.

<no audio> Click the up spin arrow one more time.

New Statement

Notice the statement at the top of the screen now reads: Infant foods are now enabled for the current month. Press OK to continue to Issue Formula and Infant Foods.

<no audio> Click the **OK** button.

Issue Formula

The Issue Formula and Infant Foods screen allows us to indicate the amount of formula and infant foods to issue.

The benefit sets are listed, the formula and infant foods for those sets, the amount issued on the current and future benefits, the max that can be issued and the amount that should be issued on the benefits.

Notice that the maximum amount of fruits and vegetables is the same for all three benefit sets.

However, November has the Cash-value benefit as well.

If we were to click the Send EBT Data button now…

F/V Msg

A message would display indicating that we are exceeding the quantity limits for fruits and vegetables and reduce the quantity.

Issue Formula1

Again, each of these fields are editable, except for the grayed out field. We cannot adjust the suggested amount of formula for the first set of benefits.

Let's edit the November baby Fruits and Vegetables down to 16, which is the max for this participant with the cash-value benefit.

<no audio> Click inside the November baby F/V cell in the New Amount column.

<no audio> Click inside the cell again.

<no audio> Double-click on the 32.00.

<no audio> Type 16 then click the Send EBT Data button.

Cursor

<cursor spins>

Issue Formula1

And click OK.

<no audio – failure hint> Click Yes or press the Enter key on the keyboard.

<no audio> Click OK or press the Enter key on the keyboard.

Open Ben Hx After

Let's take another look at Benefits History.

<no audio> Click the **Benefits History** tab.

Ben Hx After

We'll expand the nodes…

…so that we can see that October and November now have 8 cans of formula and infant foods while the previous benefits for 11 cans were voided.

And the current benefits…

Current After

…have infant foods added and 3 cans recovered.

In the Food Prescription tab…

Food Rx-IF

We'll expand the nodes again…

…and see that food packages were created with an Effective Date for the October and November PFDTU and a package for the current date.

Transition

<transition slide>

Account Balance

And the Account Balance reflects what we saw in Benefits History.

<no audio> Click when ready to continue.

End

Thank you for reviewing this HuBERT on-demand training module presented by the MN Department of Health WIC Program.